

Request For Qualifications (RFQ)
For a comprehensive needs analysis
of the Virginia Beach, Virginia 9-1-1 System
December 1, 2000

Introduction

The Virginia Beach, Virginia 9-1-1 System seeks to assess the existing 9-1-1 system architecture, including the ability to receive wireless 9-1-1 calls. The responder to this RFQ shall display full competency, experience, and in-depth knowledge in areas specified throughout by placing a checkmark in the box located to the left of the following listed RFQ sections and tasks. In addition, the placing of such a mark will indicate the commitment of including such task in a comprehensive Needs Analysis.

Overall Conformity to Requirements

Select two choices of the following four statements:

- ☐ Yes - I have in-depth experience in all of the following SECTIONS.
- ☐ No - I do not have in-depth experience in all of the following SECTIONS.

- ☐ Yes - I have in-depth experience in all of the following TASKS.
- ☐ No - I do not have in-depth experience in all of the following TASKS.

Section 1 – Company Background

This section is reserved for the vendor/contractor to provide a description of the company history and background, including experience pertaining to 9-1-1. Items regarding contact and organization information should be included in this section.

Section 2 – Qualifications

In this section the vendor shall describe why they are qualified to provide Virginia Beach 9-1-1 System a complete Needs Analysis. The bidder shall provide information for each item, indicated by a bullet located to the left of each item, of the Needs Analysis that explains why and how they are qualified. Vendors should provide a brief explanation of similar tasks accomplished within the past two years, desired to be covered in the needs analysis performed. Contact information for each agency referenced where the ascribed work was completed should be included.

Section 3 – Process Analysis

This section provides insight into the specific tasks requested by Virginia Beach in a Needs Analysis. The vendor shall review the existing processes, identify all areas of improvement, and provide process improvement recommendations for the following processes.

Items

- ☐ Telephone service order/ALI
 - ☐ Landline telephone service order

- Wireless telephone service order
- ❑ ALI database initial input
- ❑ ALI telephone number/address maintenance
- ❑ Landline telephone error correction
- ❑ Wireless telephone error correction
- ❑ GIS data / mapped ALI synchronization
- ❑ ESZ/ESN location
- ❑ CAD dispatch priorities
 - Responding agencies
- ❑ Wireline and wireless 9-1-1 call center
 - Call answering
 - Discrepancy identification
 - Discrepancy correction and tracking
 - Call transfer
 - Call dispatch
 - ALI/CAD integration
 - Number portability

Section 4 - 9-1-1 Network Analysis

In this section, the vendor will review existing 9-1-1 network configuration and provide network improvement recommendations. Aspects of network configuration that are to be reviewed and consulted on include the following.

Items

- ❑ Cost/requirement analysis
- ❑ Grade of service
- ❑ Redundancy
- ❑ Diversity
- ❑ Quality Assurance
- ❑ Network shortcomings
 - 9-1-1 tandem
 - End offices
 - Mobile switches
 - PSAP
- ❑ Alternate network designs

Section 5 - Telephone service providers/companies quality assurance analysis

The vendor shall review all of the existing telephone service providers (Telco's) QA performance. Information regarding existing procedures and future recommendations for the following tasks will be enclosed. The following is a list of items to be covered in this section.

Items

- ❑ ALI database
- ❑ Service order / ALI input
 - Timeliness
 - Responsiveness
- ❑ ALI discrepancy identification and correction
- ❑ Service order error identification and correction

Section 6 - Disaster recovery

The vendor shall review existing disaster recovery process, as they pertain to the 9-1-1 system infrastructure, and provide improvement recommendations for the following items.

Items

- ❑ Primary PSAP
- ❑ Secondary PSAP
- ❑ Alternative PSAP
- ❑ Complete wireline network
- ❑ Complete wireless network

Section 7 - GIS needs analysis

The bidder shall conduct a review of the existing GIS data/system. The review should include aspects such as existing and future GIS data and applications projects, existing GIS infrastructure, and personnel roles. The comprehensive review will also include an improvements recommendations section as well as a long-term strategy for the implementation of a 9-1-1 GIS.

Items

- ❑ Addressing
- ❑ Data development
- ❑ Data maintenance
- ❑ PSAP Mapped-ALI
- ❑ Enterprise GIS
- ❑ Integration strategy
- ❑ Wireline 9-1-1
- ❑ Wireless 9-1-1

Section 8 - Wireless phase I and II implementation strategy

The vendor shall provide Virginia Beach 9-1-1 with a list of counties that they have engineered/designed a complete wireless phase I solution. A positive response shall be made regarding how and why they designed the customer hardware and software

configuration (PSAP call answering equipment), mapped ALI solution, wireless network, management reporting, etc. The bidder shall provide recommendations for the items listed below.

Items

- ☐ Wireless carrier options
- ☐ Network configuration
- ☐ PSAP implementation
- ☐ Mapped ALI
- ☐ GIS synchronization
- ☐ Wireless phase I & II error identification
- ☐ Wireless phase I & II error correction and tracking
- ☐ Tower and cell sector automation process

Section 9 - Management Reporting

The vendor shall list their qualification for developing management 9-1-1 reporting requirements and solutions. The vendor shall also review the existing management reporting requirements and systems and provide recommended improvements for the following items.

Items

- ☐ Network performance
- ☐ 9-1-1 Call statistics
- ☐ Administration statistics
- ☐ Call-taker performance
- ☐ Dispatches performance
- ☐ ALI database QA
- ☐ Telephone service providers
- ☐ Database provider performance